Troubleshooting Vendor Calls

When a vendor indicates they are unable to either view a bid or create a quote, here are some quick first steps to ask:

- 1. Did the vendor login? They are able to view bid documents from the external site, but to create a quote they must do three things:
 - a. Login
 - b. Be sure to be on their Seller role (not Seller Administrator)
 - c. Locate the bid, click on the bid number, and accept the bid acknowledgement
 - d. At the bottom of the bid screen there is a button that says 'Create quote'
- 2. If vendors report they are unable to scroll down to view more than the first few items on a page, have them try logging directly into the epro website (https://epro.sbcounty.gov/epro/)

These tips will help answer those urgent vendor questions. If these don't resolve the vendor problem please have them call us at (855) 800-5046 so that we can provide more extensive assisstance.